

**District Government Agency
FY04 2nd Quarter Overall Performance Results Sheet**

Agency	Correspondence	E-Mail	US Mail	Voicemail	Telephone	Staffing	% Passed	Tester Rating
Office on Aging	YES	YES	YES	YES	YES	YES	100%	5.0
Citywide Call Center	N/A	N/A	N/A	N/A	YES	YES	100%	5.0
Mayor's Suite	NO	YES	YES	YES	YES	YES	83%	4.0
Emergency Management Agency	YES	YES	YES	NO	YES	YES	83%	4.0
Office of the City Administrator	NO	N/A	YES	YES	YES	YES	80%	4.0
Office of Planning and Economic Development	YES	YES	NO	NO	YES	YES	67%	3.0
Commission on Arts and Humanities	YES	YES	NO	YES	YES	NO	67%	3.0
Department of Banking and Financial Institutions	YES	YES	NO	YES	YES	NO	67%	3.0
Department of Housing and Community Development	YES	YES	NO	NO	YES	YES	67%	3.0
Office of the Chief Technology Officer	YES	NO	YES	YES	YES	NO	67%	3.0
Office Cable Television and Telecommunications	YES	YES	YES	NO	YES	NO	67%	3.0
Office of the Chief Financial Officer	YES	NO	YES	NO	YES	YES	67%	3.0
Department of Consumer and Regulatory Affairs	YES	YES	YES	NO	YES	NO	67%	3.0
Office of Local Business Development	YES	YES	NO	NO	YES	YES	67%	3.0
Department of Employment Services	YES	YES	NO	YES	YES	NO	67%	3.0
Office of the Chief Medical Examiner	YES	N/A	YES	NO	YES	NO	60%	2.0
Office of the Deputy Mayor for Public Safety and	NO	N/A	YES	NO	YES	YES	60%	2.0
Office of Policy and Legislative Affairs	NO	N/A	N/A	NO	YES	YES	50%	2.0
Department of Fire and Emergency Medical Services	YES	NO	NO	NO	YES	YES	50%	2.0
Office of Planning	YES	YES	NO	NO	YES	NO	50%	2.0
State Education Office	YES	NO	YES	NO	YES	NO	50%	2.0
Child and Family Services	YES	YES	NO	NO	YES	NO	50%	2.0
Human Rights	YES	NO	YES	NO	YES	NO	50%	2.0
Department of Parks & Recreation	YES	NO	YES	NO	YES	NO	50%	2.0
Public Library	YES	NO	YES	NO	YES	NO	50%	2.0
Department of Corrections	NO	YES	YES	NO	YES	NO	50%	2.0
Metropolitan Police Department	NO	NO	YES	NO	YES	YES	50%	2.0
Deputy Mayor for Operations	NO	N/A	N/A	YES	YES	NO	50%	2.0
Office of the Chief of Staff	YES	N/A	N/A	NO	YES	NO	50%	2.0
Office of Public Records Management	N/A	N/A	N/A	YES	NO	NO	33%	1.0
Office of Personnel	YES	NO	YES	NO	NO	NO	33%	1.0
Office of Contracting and Procurement	NO	NO	NO	NO	YES	YES	33%	1.0
Department of Insurance and Securities Regulation	YES	NO	NO	NO	YES	NO	33%	1.0
Office of the Secretary	YES	NO	NO	NO	YES	NO	33%	1.0
Department of Motor Vehicles	YES	YES	NO	NO	NO	NO	33%	1.0
Office of Documents and Administrative Issuances	N/A	N/A	N/A	NO	YES	NO	33%	1.0
Department of Mental Health	NO	NO	YES	NO	YES	NO	33%	1.0
Office of Children, Youth, and Families	NO	N/A	NO	NO	YES	NO	20%	1.0
Office of Communications	YES	N/A	NO	NO	NO	NO	20%	1.0
Department of Public Works Directors Office	NO	NO	NO	NO	YES	NO	17%	1.0
District Department of Transportation	NO	NO	NO	NO	YES	NO	17%	1.0
Department of Health	NO	NO	NO	NO	YES	NO	17%	1.0
Department of Human Services	NO	YES	NO	NO	NO	NO	17%	1.0
Office of the Corporation Counsel	NO	NO	NO	NO	YES	NO	17%	1.0
Office of the Inspector General	NO	NO	NO	NO	YES	NO	17%	1.0
Office of Property Management	NO	NO	NO	NO	YES	NO	17%	1.0
Office of Tax and Revenue	YES	NO	NO	NO	NO	NO	17%	1.0
Office of Child Support Enforcement	NO	N/A	N/A	NO	NO	NO	0%	1.0
Number Tested	45	37	40	47	48	48		
Number Passed	27	16	18	9	41	14		
Percentage Passed - FY	60%	43%	45%	19%	85%	29%		

N/A (Not Applicable) = Test not performed during reporting period.

FY04 Comparison

FY04 -1st Quarter Averages	56%	38%	30%	19%	63%	23%
FY04 -2nd Quarter Averages	60%	43%	45%	19%	85%	29%
Variance	4%	5%	15%	0%	22%	6%

5-Significantly Exceeds Expectations:Meets 100% of standards that apply
4-Exceeds Expectations:Meets 75-90%
3-meets Expectations:Meets 63-74%
2-Needs Improvement:Meets 50-62%
1-Below Expectations:Meets less than 50%

3/31/2004